

**WhoKnows Network** *Connect with Knowledgeable Colleagues!*

## **FedCASIC**

Carla Buczinski and Lucinda Dalzell

March 3, 2005

# Agenda

- Project Introduction
- Virtual System Demonstration
- WhoKnows Network Highlights
- Lessons Learned
- Next Steps
- Contact Us

# WhoKnows Network Project

- Purpose is to test usefulness of Expertise Location System (ELS)
- 1-year pilot
- COTS software – AskMe Enterprise
- 3 pilot communities
  - Project Management
  - Quality
  - Census Software Process Improvement (CSPI)

# WhoKnows Network Communities

- Community Requirements
  - Exists outside WhoKnows Network
  - Community Champion
  - Simple taxonomy
  - A need to share and re-use knowledge
- Three types of users
  - Knowledge Seeker
  - Knowledge Collaborator
  - Community Champion

# WhoKnows Network

Virtual System Demonstration

## Your central place

to find and communicate with communities  
and knowledgeable colleagues at the Census Bureau

### Enter your login information

James Bond ID:

Password:

Log in

#### Not logged in.

To continue, use your Novell Edirectory username and password to log in.

#### Disclaimer:

1. This system must not be used for hiring or promoting employees. Managers are strongly advised not to use the information stored in this system to make hiring or promotion decisions. Always follow the Merit System Principles and prevent unfair hiring practices.
2. This system is not a validation of expertise. The credentials stored in this system have not been validated.

Remember to protect classified, sensitive information, and do not share it on this system.

Use your Jamesbond ID and your network password to log in.

### I want to:

- [Ask a Question](#)
- [Find People](#)
- [Find Communities](#)
- [Publish a Document](#)
- [Publish a FAQ](#)
- [Browse Communities](#)

### Browse communities

- [All Communities](#)
- [Census Software Process Improvement](#)
- [Project Management](#)
- [Quality Community](#)

### Help

- [Contact Administrator](#)
- [Help Guides](#)

*Your central place*  
to find and communicate with communities  
and knowledgeable colleagues at the Census Bureau

#### Search

for People, Communities, Discussions  
and Documents

[Advanced](#) | [Tips](#)

#### Collaborator Recognition



**Kimberly A Crews**  
Public Affairs Specialist, HQ

**Project Management:** I began my  
Census Bureau career in 1998 as the  
Manager for the Census in Schools  
project for Censu...

Every time you return to this page, the featured Knowledge Collaborator changes so that you get to know who is here to help.

#### My Discussions

#### My Publications

#### Approvals

Show **Pending** discussions started **by anybody**

There are no discussions awaiting your response. **Pending** discussions include:

- Questions you have not answered
- Answers you've received but not yet rated
- Replies to your answers

Show **All** discussions to see every discussion you've participated in.

**My Submissions Requiring Approval** Check the status of your Discussion submissions

#### Ask a Question

Ask Communities and People for the information you need.

#### Join Communities

Join Communities and start receiving questions and participating in discussions.

- I want to:**
- Ask a Question
  - Find People
  - Find Communities
  - Publish a Document
  - Publish a FAQ
  - Browse Communities

**Search**

[Advanced](#) | [Tips](#)

- Browse communities**
- All Communities
  - Census Software Process Improvement
  - Project Management
  - Quality Community

- Help**
- Contact Administrator
  - Help Guides

### Robin C Goldberg

[Edit Summary Information](#) | [Change Availability](#) | [Add Community Memberships](#)

 IT Specialist

[Publish a FAQ](#)  
[Publish a Document](#)

Background Discussions: 0 Publications: 0

### Community Memberships

Robin C Goldberg has not joined any communities. ([Add Community Memberships](#))

### General Background

[Edit](#)

I began my Census Bureau career in 1987 as a Computer Programmer in the Economic Programming Division, Special Projects Branch, working on Business surveys. After 8 years of COBOL programming I transferred over to Governments Division in 1994, where I worked on electronic reported surveys for 4 years then moved to my current position in the Computer Assisted Research Office. In CASRO, I work in the Systems area providing technical support for projects. Some of the projects include the creation and development of the Quality Management Repository (QMR), pilot Oracle Portal and Web CSAQ.

### Degrees and Certifications

[Edit](#)

**Degree 1 - Area 1: University of Maryland Baltimore County**  
BA in Health Science and Policy 1982-1987

### Recent contributions

There are no recent contributions available for display.

Knowledge Collaborators have profiles in the System for users to browse. A Knowledge Seeker may also choose to provide profile information so that anyone answering her question will have a better understanding of her work.

### I want to:

- [Ask a Question](#)
- [Find People](#)
- [Find Communities](#)
- [Publish a Document](#)
- [Publish a FAQ](#)
- [Browse Communities](#)

### Search

[Advanced](#) | [Tips](#)

### Browse communities

#### All Communities

- [Census Software Process Improvement](#)
- [Project Management](#)
- [Quality Community](#)

### Help

- [Contact Administrator](#)
- [Help Guides](#)

## Manage Favorites

Communities in which you are a [Member](#) can only be deleted by removing your membership. Click on the collaborator icon to see your membership profile.

- Favorite Communities: 1**
- [Favorite People](#)
- [Favorite Searches](#)

### Favorite Communities

**Select to**  communities or people **Alert Frequency**

<input type="checkbox"/>		<b>Design</b> No publications   No discussions   No collaborators   <input type="checkbox"/> No subcommunities The purpose of the Design discipline is to define the architecture, components, interfaces, and ot... <input type="button" value="Remove"/> Favorite added on: 10/25/2004	<input type="text" value="Weekly"/>
--------------------------	---	---	-------------------------------------

Users are able to subscribe to specific Communities (or sub-communities) and automatically receive new content on a regular basis.

### Add a Favorite Community

To add a new favorite, search for a community, go to its home page, and click **Add to Favorites**.

Search for a community:

“My Settings” is used by Knowledge Collaborators to let users know when they are not available to answer questions.

**I want to:**

- Ask a Question
- Find People
- Find Communities
- Publish a Document
- Publish a FAQ
- Browse Communities

**Search**

Advanced | Tips

**Browse communities**

- All Communities
- Census Software Process Improvement
- Project Management
- Quality Community

**Help**

- Contact Administrator
- Help Guides

## Settings

**My Status** My E-mail

Office Status (shown in profile)

- In the office
- Out of the office

Question Status

- Accepting questions
- Accepting questions until I reach  unanswered questions
- Not accepting questions

**I want to:**

- Ask a Question**
- Find People
- Find Communities
- Publish a Document
- Publish a FAQ
- Browse Communities

**Search**

Advanced | Tips

**Browse communities**

- All Communities
- Census Software Process Improvement
- Project Management
- Quality Community

**Help**

- Contact Administrator
- Help Guides

### Ask a question

**1 Enter Subject:**

**2 Send To:**

Recipient names or e-mail addresses separated by semicolons (;)

? [Help with this...](#)

**3 Enter your question:**

*Rich text editor toolbar: Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Unlink, Image, Table, etc.*

Mark Private  Ask Anonymously  Mark Urgent

1 Please remember to protect our clients' business confidential information and other sensitive, private or proprietary information.

Click on "I want to: Ask a Question" and you can direct a question to a Knowledge Collaborator(s) and/or a Community. The KC will receive a notification in his Lotus Notes email. You will receive a notification that your question has been answered in your email as well.

- I want to:**
- [Ask a Question](#)
  - [Find People](#)
  - [Find Communities](#)
  - [Publish a Document](#)
  - [Publish a FAQ](#)
  - [Browse Communities](#)

- Browse communities**
- All Communities**
  - [Census Software Process Improvement](#)
  - [Project Management](#)
  - [Quality Community](#)
  - [System Help / FAQs](#)

- Help**
- [Contact Administrator](#)
  - [Help Guides](#)

*Your central place*  
to find and communicate with communities  
and knowledgeable colleagues at the Census Bureau

**Search**

for People, Communities, Discussions and Documents

[Advanced](#) | [Tips](#)

**Collaborator Recognition**



[Mark A Holdrege](#)  
SUPVY PROG ANAL, HQ

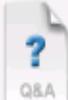
**Project Management**  
Community of Practice (CoPrPM). Manage intr interagency projects, etc.

The question you asked will now appear in your Activity Summary Bar. When you receive an answer, it will appear here as well (and you will be notified via Lotus Notes). KCs are also notified here of questions they've been asked, and they receive a message in their Lotus Notes.

**My Discussions: 1** [My Publications](#) [Approvals](#)

Show **All** discussions started **only by me** 1-1 of 1 sort

All Discussions you have participated in, show **Pending** to only see items waiting for your response.

 [Duration of WhoKnows pilot](#)  
No answers | No comments | No Feedback | 1 view

Q&A Latest activity:  
• 11/05/2004 - askmeclt asked: How long will the WhoKnows Network pilot be going on for?

**My Submissions Requiring Approval** Check the status of your Discussion submissions

- I want to:**
- Ask a Question
  - Find People**
  - Find Communities
  - Publish a Document
  - Publish a FAQ
  - Browse Communities

**Search**

[Advanced](#) | [Tips](#)

- Browse communities**
- All Communities**
  - Census Software
  - Process Improvement
  - Project Management
  - Quality Community

- Help**
- Contact Administrator
  - Help Guides

## Search

Enter keywords relating to your topic of interest.

- [Search All](#) [Discussions](#) [Publications](#) [Communities](#) **[People](#)** [Documents](#)

### Search for People:

- by keyword in any field...
- by name or e-mail...
- by department...
- by location...
- by title...

### Browse People:

- whose first name starts with...
- whose last name starts with...
- whose display-name starts with...

- |   |   |   |   |   |   |   |   |   |   |   |   |     |   |
|---|---|---|---|---|---|---|---|---|---|---|---|-----|---|
| A | B | C | D | E | F | G | H | I | J | K | L | M   | N |
| O | P | Q | R | S | T | U | V | W | X | Y | Z | ... |   |

If you're looking for someone, click on "I want to: Find People". At this screen, you can enter a search or find the person you are looking for by typing in the first letter of her name.

### I want to:

- Ask a Question
- Find People
- Find Communities**
- Publish a Document
- Publish a FAQ
- Browse Communities

### Search

Advanced | Tips

### Browse communities

- All Communities
- Census Software Process Improvement
- Project Management
- Quality Community

### Help

- Contact Administrator
- Help Guides

## Search

Enter keywords relating to your topic of interest.

- Search All Discussions Publications **Communities** People Documents

### Search for Communities:

by keyword in any field...  
 by name...

### Browse Communities by name:

A	B	C	D	E	F	G	H	I	J	K	L	M	N
O	P	Q	R	S	T	U	V	W	X	Y	Z	...	

The three Communities participating in the pilot are listed in the Activity Bar on the left. Click on "I want to: Find Communities" to find a specific sub-community.

**I want to:**

- Ask a Question
- Find People
- Find Communities
- Publish a Document**
- Publish a FAQ
- Browse Communities

**Search**

Advanced | Tips

**Browse communities**

**All Communities**

- Census Software
- Process Improvement
- Project Management
- Quality Community
- System Help / FAQs

**Help**

- Contact Administrator
- Help Guides

### Publish a Document

1 **Document:** No Document

2 **Enter Title:**

3 **Publish In:**

Enter community names separated by semicolons ( ; )

4 **Enter your comments: (Optional)**

5

Enter names or e-mail addresses separated by semicolons ( ; )

Please remember to protect our clients' business confidential information and other sensitive, private or proprietary information.

KCs can add documents that they have either written or use frequently that might be of use to others. The document will then be stored in the WhoKnows knowledgebase and can be accessed by others.

- I want to:**
- Ask a Question
  - Find People
  - Find Communities
  - Publish a Document
  - Publish a FAQ**
  - Browse Communities

**Search**

Advanced | Tips

- Browse communities**
- All Communities
  - Census Software
  - Process Improvement
  - Project Management
  - Quality Community
  - System Help / FAQs

- Help**
- Contact Administrator
  - Help Guides

### Publish a new FAQ

**1 Enter Subject:**

**2 Publish In:**   
Enter community names separated by semicolons (;)  
[Help me with this...](#)

**3 Enter the text of your FAQ:**

**Frequently Asked Question:**

---

**My Answer:**

**4 Contributors...**

Enter names or e-mail addresses separated by semicolons (;)

**i** Please remember to protect our clients' business confidential information and other sensitive, private or proprietary information.

KCs can add Q&A that they are often asked. The FAQ will then be stored in the WhoKnows knowledgebase and can be accessed by others.

- I want to:
- Ask a Question
- Find People
- Find Communities
- Publish a Document
- Publish a FAQ
- Browse Communities

Search

- Browse Communities
- All Communities
  - Census Software
  - Process Improvement
  - Project Management
  - Quality Community

- Help
- Contact Administrator
  - Help Guides

## Search

Enter keywords relating to your topic of interest.

➔ **138 matches** found for **Quality**  
[Save this search](#) to your favorites to be notified of new results.

Top Results Discussions: 10 Publications: 8 Communities: 7 People: 13 Documents: 100

### Discussions

- Top 5 of 10 matching Discussions
- Quality Program (test question)**  
**Resolved** | 1 answer | No comments | ★★★★★ | 8 views  
Discussed on 8/10/2004  
Found in answer from **John M. Bushery**:  
A brief description of the **Quality** Program and its services. **Quality** Program Staff: C John Bushery, C Pam McGovern, C Paul Marck. Detail assignments to the **Quality** Program: C Two positions.
  - Quality**  
**Resolved** | 1 answer | No comments | ★★★★★ | saved 3 hours | 14 views  
Discussed on 7/16/2004  
Found in question from **Carla J Buczinski**:  
When will the **Quality** PDT start? **Quality**
  - What is quality?**  
No answers | No comments | No Feedback | 13 views  
Discussed on 7/29/2004 in Quality Community  
Found in question from **Gregory Van Thornton**:  
Help with this broad term "**Quality**" What is **quality**?
  - What is quality?**  
No answers | No comments | No Feedback | 10 views  
Discussed on 7/29/2004 in Quality Community  
Found in question from **Gregory Van Thornton**:  
What is **quality**? What is **quality**?
  - Control charts in SAS**  
1 answer | 1 comment | ★★★★★ | 47 views  
Discussed on 7/29/2004 in Quality Control  
Found in comment from **Broderick E Oliver**:  
answer her specific question. To create a control chart in SAS, you can use the SAS Statistical **Quality** Control (SQC) Menu System, available with SAS/QC - the QC component of the SAS

### Publications

- Top 5 of 8 matching Publications
- Difference between quality assurance a...**  
No comments | No Feedback | 20 views  
Frequently Asked Question: What's the difference between quality assurance and quality contro...  
Published on 7/28/2004, last updated on 8/02/2004 in Quality Assurance  
Frequently Asked Question: **What's the difference between quality assurance and quality control? My Answer: Many people confuse quality assurance and quality control. The former is process**  
Published on 8/06/2004 in Quality Assurance | Quality Community | Quality Control  
Frequently Asked Question: **What is the Census Bureau's quality standard for data capture? My Answer: It depends on the individual sponsor's requirements and the nature of the data to**

### Communities

- Top 5 of 7 matching Communities
- Select to Ask communities or people
- Quality Mgmt**  
1 publication | No discussions | 3 collaborators | No subcommunities  
includes the processes required to ensure that the project will satisfy the needs for which it was...
  - Quality Planning**  
No publications | No discussions | 4 collaborators | No subcommunities  
The Quality Planning Sub-Community is focused on the knowledge for planning how an organization ca...
  - Quality Control**  
5 publications | 1 discussion | 8 collaborators | No subcommunities  
The Quality Control Sub-Community is focused on knowledge related to evaluating the quality of a ...
  - Quality Assurance**  
5 publications | No discussions | 8 collaborators | No subcommunities  
The Quality Assurance Sub-Community is focused on the knowledge to help ensure a process is capabl...
  - Software Quality Assurance**  
No publications | No discussions | 2 collaborators | No subcommunities  
The Quality Assurance discipline is a software-related function that involves a) reviewing and aud...

### People

- Top 5 of 13 matching People
- Paul S Marck**  
SURVEY STATCN, HQ  
3 answers | 1 publication | ★★★★★ | avg. response: < 1 day  
**Quality Community:** My background in quality essentially began in 1989 with my employment at an injection molding comp...  
Found in General Background section of **Paul S Marck's** Quality Community profile:  
My background in quality essentially began in 1989 with my employment at an injection molding company. During my employment I provided support for various **quality** and engineering operations.
  - John M. Bushery**  
MATHCL STATCN, HQ  
2 answers | 3 publications | ★★★★★ | avg. response: > 1 week  
Began work at the census Bureau in 1974, in DSMD, in the Response Variance Studies Branch. Subseq...  
Found in Training History section of **John M. Bushery's** profile:  
**QUALITY ASSURANCE IN THE GOVT**

### Documents

- Top 5 of 100 matching Documents
- dadso1.pdf**  
08/09/04 - 29 Software Subcontract Management, L2- 43 Software Quality Assurance, L2- 59 Software Configuration Management, L2- 71 Level 3 Key Practices Organization Process Focus, L3- 1 Organization Process Definition, L3- ...
  - http://cmr.ssd.census.gov:7779/pls/portal90/url/ITEM/D434141BA1D7217EE034080020CD8C15**

People  Documents

Search results bring up content from the System as well as people to contact and documents from the QMR, PMR and CSPI web site.

- I want to:**
- Ask a Question
  - Find People
  - Find Communities
  - Publish a Document
  - Publish a FAQ
  - Browse Communities

**Search**

Advanced | Tips

- Browse communities**
- All Communities**
  - Census Software Process Improvement
  - Project Management
  - Quality Community

- Help**
- Contact Administrator
  - Help Guides

## Browse All Communities

Expand the top-level communities to see the subcommunities. Click on the community name to view its home page.

- Census Software Process Improvement** (9 subcommunities)
  - Coding
  - Deployment
  - Design
  - Requirements Development & Management
  - Software Configuration Management
  - Software Process Improvement
  - Software Project Management
  - Software Quality Assurance
  - Testing
- Project Management** (6 subcommunities)
  - Communications Mgmt
  - Cost, Scope, Time and Integration Mgmt
  - Human Resource Mgmt
  - Procurement Mgmt
  - Quality Mgmt
  - Risk Mgmt
- Quality Community** (4 subcommunities)
  - Quality Assurance
  - Quality Control
  - Quality Improvement
  - Quality Planning

Click "Browse communities: All Communities" to see all three Communities and the sub-communities. Click on any of the Communities or sub-communities to go to that page.

**I want to:**

- Ask a Question
- Find People
- Find Communities
- Publish a Document
- Publish a FAQ
- Browse Communities

**Search**

All Communities

Go

Advanced | Tips

**Browse communities**

- All Communities
- Census Software
- Process Improvement
- Project Management
- Quality Community**

**Help**

- Contact Administrator
- Help Guides

[All Communities](#) > Quality Community

### Quality Community

[Join](#) | [Notify me](#)

The Quality Community is basically focused on the key knowledge areas to ensure that an organization continues to efficiently and effectively produce products that are fit for use.

[Ask a Question](#)

[Sign up as Collaborator](#)

[Add to Favorites](#)

Home	Publications: 12	Discussions: 8	Collaborators: 10	Subcommunities: 4
------	------------------	----------------	-------------------	-------------------

### Community Publications

<a href="#">American Productivity and Quality Center (APQC)</a>	<a href="#">Gold Nuggets: 0</a>
<a href="#">Standards and Guidelines</a>	<a href="#">FAQs: 11</a>
<a href="#">Reinterview</a>	<a href="#">Documents: 1</a>

### Community Discussions

[nonresponse bias analysis for surveys ...](#)  
1 answer | No comments | 28 views

[CMM-Based Assessments/Appraisals](#)  
No answers | No comments | No Feedback | 24 views

[Standards and Guidelines](#)  
**Resolved** | 1 answer | No comments | 55 views

[Suggestions to identify and engage kno...](#)  
1 answer | 1 comment | No Feedback | 20 views

### Community Collaborators

  
[Angela Jo Wetzel](#)  
MATHCL STATCN, HQ  
[Ask](#)

**Quality Community:** Community Profile Description: Quality Community - Quality Assurance - Reinterviewing: Present...

[John M Bushery](#)  
3 answers | 3 publications

[Karen G Pennie](#)  
No answers | 1 publication

Click on "Quality Community" to browse the Community page. You'll find content and people who are willing to help you.

**I want to:**

- [Ask a Question](#)
- [Find People](#)
- [Find Communities](#)
- [Publish a Document](#)
- [Publish a FAQ](#)
- [Browse Communities](#)

**Search**

All Communities

[Advanced](#) | [Tips](#)**Browse communities**

- All Communities**
- [Census Software](#)
- [Process Improvement](#)
- [Project Management](#)
- [Quality Community](#)

**Help**

- [Contact Administrator](#)
- [Help Guides](#)

[All Communities](#) > [Quality Community](#) > Quality Control**Quality Control**[Join](#) | [Notify me](#)

The Quality Control Sub-Community is focused on knowledge related to evaluating the quality of a product.

[Sign up as Collaborator](#)

[Home](#) | [Publications: 4](#) | [Discussions: 1](#) | [Collaborators: 8](#) | [Communities: 0](#)

**Community Publications**

- [Reinterview](#)
- [Reinterview](#)
- [Reinterview](#)

[Gold Nuggets: 0](#)  
[FAQs: 4](#)  
[Documents: 0](#)

**Community Discussions**[Control Charts in SAS](#)

1 answer | No comments | 98 views

[Browse All 1 Discussions](#)**Community Collaborators**

[John M Bushery](#)  
MATHCL STATCN, HQ

**Quality Control:** Quality Control - managed the Quality Assurance and Evaluation Branch, with responsibility for int...

[Karen G Pennie](#)

No answers | 1 publication

[Daniel L Whitehouse](#)

No answers | 1 publication

When you click on one of the sub-communities at the bottom of the Community page, you'll be able to browse the sub-community page.



### WhoKnows Network Help Guides

**Click on the links below to browse help topic categories**

1. [WhoKnows Quick Card](#)
2. [Champion training manual](#)
3. [Knowledge Collaborator \(KC\) training manual](#)
4. [Computer Based Training](#) *(video presentation)*



[Contact Administrator](#) |

# WhoKnows Network Highlights

- Simple URL: <http://whoknows.hrd.census.gov>
- Use your jamesbond and network password to login
- Multiple access points
- Federated search results from
  - The WhoKnows Network
  - PMR, QMR
  - CSPI website
- All Knowledge Collaborators are volunteers
- A growing repository of shared knowledge

# Lessons Learned

- APQC Study helped in make-or-buy decision
- The term “expert” was a problem
- Willing participants and Bureau-wide programs were initial communities
- Ease of access and use was important
- Marketing played a key role in usage

# Survey Results

- Training not necessary for knowledge seekers
- Pilot communities would not get volume usage
- “I think it will take a little time for people to become familiar with it, and begin really taking advantage of it.”

# Next Steps

- Focus on Census Bureau core business processes
  - Standard Economic Processing System (StEPS)

# Contact us

Carla Buczinski

[carla.j.buczinski@census.gov](mailto:carla.j.buczinski@census.gov)

Lucinda Dalzell

[lucinda.p.dalzell@census.gov](mailto:lucinda.p.dalzell@census.gov)

**WhoKnows Network** *Connect with Knowledgeable Colleagues!*